


## GENERAL CONDITIONS of TRANSPORT

### TARIFFS

	BIGLIETTO DI C. S.	BIGLIETTO A/R	BIGLIETTO DI C. S. RIDOTTO da 4 – 12 anni	BIGLIETTO A/R RIDOTTO da 4 – 12 anni	BIGLIETTO a BORDO
	ONE WAY TICKET	ROUND TRIP	ONE WAY TICKET Junior	ROUND TRIP Junior	TICKET on BOARD
VOLAINBUS	€ 6.00	€ 10.00			€ 6,00
THE MALL	€ 7.00	€ 13,00	3,50	6,50	€ 7,00 / € 3,50 (Jr) € 13,00 - € 6,50 (Jr)
<b>GRATUITO PER BAMBINI FINO A 3 ANNI / FREE FOR CHILDREN 3 YEARS OLD AND UNDER</b>					
<b>RIDOTTO PER BAMBINI DA 4 ANNI FINO AL COMPIIMENTO DEL 12ESIMO ANNO DI ETÀ / JUNIOR FOR CHILDREN BETWEEN 4-12 YEARS OLD</b>					
<b>TITOLI AGEVOLATI L.R. 100/98: NON AMMESSI / SPECIAL REDUCED TARIFFS L.R. 100/98: NOT ACCEPTED</b>					

### TIMETABLES

Timetables are displayed on the bus stop signs and published at: [www.fsbusitalia.it](http://www.fsbusitalia.it)

### TRAVEL REGULATIONS

**Disabled Passengers** BUSITALIA has a fleet of buses with easy access for disabled people including those in wheelchair  
**Transporting pets** Transporting dogs is allowed only if the animal is wearing a muzzle and leash, and the owner has paid for a regular ticket. Guide dogs for the blind may ride for free. Transporting pets is free of charge if they are small in size and are placed in appropriate containers, and do not occupy a seat. It is prohibited, however, to transport animals that may in any way damage or inconvenience other passengers.

**Luggage** The passenger is entitled to free transport of hand-carried luggage not exceeding the 50x30x25 cm in size and 10 kg in weight, which he/she will keep in their possession so as not create clutter or disturb fellow passengers. Packages exceeding these limits will be placed in the specifically designated compartment in the middle of the VOLAINBUS (airport bus) or in the luggage compartment of the vehicle, provided that there is available space and the operating limits permit it. Subject to the availability of space in the luggage compartment, bicycles can be transported by paying for a single ticket. No luggage is insured. In case of loss, damage, theft, luggage tampering below or transported and/or objects contained inside the luggage, the Italian laws in force apply (L. 208/1954, L. 450/1985).

**Complaints** Any complaints or reports can be forwarded to BUSITALIA through the usual communication channels or via the Tuscany Region toll-free number.

Pursuant to Regulation (EU) no. 181/11, relative to the rights of passengers travelling by bus, the passenger, after submitting a complaint, can apply, as a second appeal, to the Transport Regulation Authority, using the methods envisaged by Resolution ART 28/2021.



**Sanctions & Penalties** Customers are required to carry the appropriate and valid travel documents, to stamp it with the special stamping machines and keep it for the duration of their journey until they disembark, and to present their tickets at the request of personnel for verification and inspection (Article 25, Para. 1, LR. 42/98, as amended). With Regional Resolution no. 245 dated 19/12/01, as amended (implementation of Article 25 LR 42/98) the Tuscany Region establishes the “**additional obligations to be met by the users of roadway public transport services**” of which failure to comply will result in the application of penalties in accordance with Italian law.

**Refunds** In the event that during the journey, there is more than a 30 minute delay in arrival, for reasons that are directly attributable to internal Company organizational difficulties, BUSITALIA shall grant repayment of the journey (as required by Article 25 "Tick Refund" of DPGR 03/01/2005 n. 9 / R). Other forms of reimbursement are provided within the Service Charter - Authorized lines, and are linked to particular situations which may occur during the delivery of the service, if it is directly attributable to the Company.

### Information and Company Ticket Service

INTERNET WEBSITE: <a href="http://www.fsbusitalia.it">www.fsbusitalia.it</a>	E-MAIL: <a href="mailto:clienti.firenze@fsbusitalia.it">clienti.firenze@fsbusitalia.it</a>
<b>URP (Public Relations Office) FOR INFORMATION &amp; COMPLAINTS: NUMERO VERDE (TOLL FREE NUMBER) 800.37.37.60</b>	
<b>COMPANY TICKET OFFICE: COUNTERS 8 AND 9 AT THE FLORENCE SMN RAILWAY STATION</b>	
<b>OPENING HOURS: FROM MONDAY TO SATURDAY: 7 AM - 7:30 PM   SUNDAYS AND HOLIDAYS: CLOSED</b>	